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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ex Parte Presentation

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W
Washington, D.C 20554

Re: *Application by SBC Communications Inc., et al. for Provision of In-Region, InterLATA Services in Michigan*, WC Docket No. 03-138

Dear Ms Dortch:

On behalf of SBC Communications Inc. ("SBC"), and at the request of FCC staff, I am attaching a response to several issues raised in the Ex Parte Letter from Keith L. Seat, MCI, to Marlene H. Dortch (Sept 8, 2003). See Attachment. The attachment to this letter contains material that is confidential. Accordingly, pursuant to the Commission's rules governing the handling of such information, I am filing one copy of this letter with the confidential material attached. Inquiries regarding access to the confidential material should be addressed to Kevin Walker, Kellogg, Huber, Hansen, Todd & Evans, PLLC, 1615 M Street, N.W , Suite 400, Washington, D.C , 20036, (202) 367-7820.

In accordance with this Commission's Public Notice, DA 03-2039 (June 19, 2003), SBC is filing an original and two copies of the redacted version of this letter. Thank you for your kind assistance in this matter.

Sincerely,

Geoffrey M. Klineberg

Attachment

No of Copies rec'd 0+2
List ABCDE

cc Gina Spade
Susan Pié
Rodney Gregg
Layla Seirafi-Najar
Qualex International (Redacted version only

REDACTED – FOR PUBLIC INSPECTION

ATTACHMENT

(REDACTED – FOR PUBLIC INSPECTION)

I. QUALITY OF SBC'S SOFTWARE RELEASES

MCI's September 8, 2003 ex parte continues to raise an issue concerning the overall quality of SBC's software releases. SBC has previously responded in detail to MCI's complaints concerning system defects, and in particular, defects related to the LSOG 6.0 release. See Cottrell/Lawson Supplemental Reply Aff. ¶¶ 10-21. That evidence demonstrated that SBC not only provides CLECs with high quality releases, but also, when defects do arise, SBC addresses them in a timely and efficient manner, and in compliance with the requirements of both the Change Management Plan ("CMP") and the Change Management Communications Plan ("CMCP"). All of the issues raised by MCI in its September 8, 2003 ex parte concerning defects were previously raised by MCI in SBC's Four-State 271 Application, and SBC has fully addressed these issues in the context of that proceeding. Nonetheless, SBC provides the Commission staff with SBC's responses to those issues in this ex parte.

MCI's September 8, 2003 ex parte claims that SBC's OSS defects are "worsening," citing as evidence that "[a]s of August 5, there were 44 defects for release 6.0, but as of August 27 that number has inexplicably jumped to 79 defects." See Sept. 8, 2003 MCI Ex Parte at 8. MCI's assertion that an increase in the number of defect reports reflected on the Enhanced Defect Report ("EDR") evidences a decrease in the quality of SBC's releases is incorrect.

First, as SBC explained in its Four-State 271 Application in responding to the same issue raised by MCI, MCI neglects to mention that, unlike the earlier version of the Defect Report ("DR") – which only listed defects reported by CLECs to OSS Support managers and/or the Mechanized Customer Production Support Center ("MCPSC") – the new EDR (implemented in April 2003, as part of the Change Management Communications Plan) also lists potentially CLEC-impacting defects identified internally by SBC, as well as defects reported by CLECs to the LSC and/or IS Call Center. Thus, although the total number of reported defects has increased, the increase is simply a function of additional information being made available to the CLECs – and certainly is not an indication either of an increase in the actual number of defects, or a decrease in the quality of SBC's releases. This additional information is provided to allow CLECs to more accurately anticipate the impact of any programming changes made to correct the reported defects.

Second, MCI fails to note that the EDR is updated daily, and that the number of defect reports it reflects can vary widely from week to week, and even from day to day. The number of defects fluctuates at any given time because, for example, new defects are added, invalid defects are removed, and resolved defects are moved to another tab.[1] Thus, the fact that the overall number of open defect reports reflected on the EDR may increase from one day or week to the next does not indicate that defects are "worsening."

Third, MCI fails to note that defect reports may ultimately be removed from the EDR because, for example, they are duplicates, the user misunderstood how the system functioned, the

[1] Defect reports that are corrected, determined to be duplicates or to have been opened in error, are moved to the "Closed" tab on the EDR for a 90-day period before being deleted.

data was incorrect for the scenario, or because the programming in question was in accordance with the existing business requirements. Indeed, as of September 10, 2003, SBC has closed 114 LSOG 6.0 defects with a Midwest impact – 53 of those were closed either as opened in error, or as a duplicate. Thus, the EDR currently contains defect reports that, upon analysis, may be determined not to be actual defects, and thereby removed.

The strong evidence of commercial usage in the record also contradicts MCI's complaint about the quality of the LSOG 6.0 release. SBC has already explained in this proceeding that the large volumes of LSRs processed via LEX demonstrate the high overall quality of the LSOG 6.0 release. See Michigan Cottrell/Lawson Supplemental Joint Reply Affidavit ¶ 12. That strong commercial usage of LEX has continued into recent months. In both July and August 2003, LEX was used to generate over 60,000 service orders in the Midwest region. SBC also previously explained in this proceeding that one CLEC that had migrated to version 6.0 during the week of June 16 had submitted more than 17,000 LSRs via EDI in the Midwest region by the end of June 2003. See Michigan Cottrell/Lawson Supplemental Joint Reply Affidavit ¶ 13. Between July 1 and August 26, that same CLEC has submitted more than 78,800 LSRs via EDI using LSOR version 6.0. The fact that CLECs are able to submit such high order volumes demonstrates that any defects in Release 6.0 are not CLEC-impacting to any significant effect.

In any event, MCI's assertion that the overall quality of SBC's releases is "worsening" is incorrect. In fact, as SBC explained in the Four-State 271 application, the quality of SBC's software releases continues to improve, as demonstrated by the significant decline in the number of defects opened after a release. For example, for the LSOR version 5.0 release for the Midwest region in April 2002, there were 265 defects opened in the first seven days following the release. For the LSOR version 5.01 release in November 2002 and the version 5.02 release in March 2003, there were 217 and 167 defects, respectively, over the same period. For the June 2003 LSOR version 6.0 release (equivalent to the April 2002 release, as it implemented a new LSOG version), there were 169 defects for the seven-day period. This improvement demonstrates that SBC's efforts to minimize defects are and have been successful.

MCI's claim that SBC does not address defects in a timely manner is also incorrect. In the Four State Application, for example, MCI provided examples of the number of defects for each production release listed as "open" on the August 5, 2003 EDR. Subsequent review shows that, as of August 19, 2003, 62 of the 221 defects listed on the August 5 EDR have been corrected, and an additional 54 defects have been assigned a fix date. SBC continues to manage the defect process on a daily basis and responds appropriately to any defect that has been identified as critical to a CLEC's performance. For example, since June 16, 2003, a total of 40 defects have been categorized as "Severity 1," indicating critical issues for CLEC production. As of August 5, 2003, all of those defects are closed or cancelled.

Moreover, where defects do occur, SBC's existing processes ensure that CLECs are provided with notification and information regarding the defect. As SBC explained in the Four-State Application, SBC has successfully implemented its CMCP, which focuses on providing CLECs with notification and information regarding defects and maintenance releases. For example, if a defect is scheduled for a maintenance release and, as part of the "fix," a new edit and/or a change to EDI mapping/CORBA structures are required, SBC communicates with

CLECs via an Accessible Letter and holds a conference call with CLECs to discuss the "fix" and ensure that CLECs can accommodate the change on their side of the interface. For fixes that are scheduled for a maintenance release and that do not require a new edit or a change to EDI mapping /CORBA structures, SBC keeps CLECs current via the EDR. The EDR is a list of all CLEC impacting defects and provides useful information, such as the DR number, region(s) impacted, version impacted and the targeted fix date. It is updated daily. The EDR is also a standing agenda item for the monthly Change Management Process meetings. The CMCP also instituted additional processes and checkpoints within SBC to ensure that CLEC impact is properly identified, CLEC notification is provided and adequate testing of each fix is performed prior to the fix going into a maintenance release.

MCI raises two additional issues concerning defects in its September 8, 2003 ex parte. Both were fully addressed in SBC's Four-State 271 Application. First, MCI claims that, by changing a defect report to a change management request, SBC is "artificially reducing the number of defects it finds in its releases." Sept. 8, 2003 MCI Ex Parte at 8. That allegation is untrue. All DRs determined by SBC to have a potential CLEC impact are itemized in the EDR, in compliance with the terms of the CMCP. DRs are prioritized according to severity level for implementation in maintenance and quarterly releases. If SBC determines upon investigation that the defect in question resulted from a programming error (i.e., programming does not match the existing business requirements), the defect is fixed per the DR. However, if the programming is found to match the existing business requirements, then the DR is closed and a Change Request ("CR") is opened to add business requirements to address the issue in question. At the time the DR is closed, CLECs are provided with the new CR number, and can obtain status reports on the CR by contacting their OSS Support Manger. CRs are opened by SBC for enhancements to its interfaces, and may be initiated internally or in response to a CLEC Change Request ("CCR"). When a CCR is accepted, it is assigned a CR number and prioritized along with all the other CRs for inclusion into releases. CLECs are informed of the status of CCRs via the log and updates provided at the monthly CMP meetings.

MCI is correct that DRs currently are removed from the EDR when it is determined that no defect exists. However, at the August 7, 2003 CMP meeting, SBC committed to add a tab to the EDR in October 2003 for the purpose of tracking any CRs opened as a result of a defect report. Thus, beginning in October, CLECs will have the ability to track the implementation status of those CRs via the EDR. MCI's allegation that SBC is seeking artificially to decrease the number of reported DRs therefore is incorrect. SBC's processes for opening and closing both defects reports and change requests are both well known to CLECs and entirely appropriate.

Second, MCI refers to SBC's handling of a defect in the LSOG 5 release, which caused orders in "two central offices in Illinois" to reject on an on-going basis. Sept. 8, 2003 MCI Ex Parte at 8. MCI claims that the workaround implemented to handle this defect is "not acceptable" and demonstrates SBC's "refusal to follow the change management process and its cavalier attitude toward the resolution of billing issues." Id. Again, MCI's allegations are completely untrue. SBC has already provided substantial detail in this proceeding underlying both the cause of the problem and the workaround implemented to address it. See Michigan Cottrell/Lawson Michigan Supplemental Reply Affidavit ¶ 42. SBC has since provided additional information relating to this issue in the Four-State 271 Application. As SBC

explained in that proceeding, the impact of this defect on CLECs was minimal. To SBC's knowledge, this is the only cross-boundary situation within all five Midwest states and the volume of these orders is very small in relation to the volume of orders processed by SBC Midwest's interfaces. For example, in the month of June, one CLEC, TDS Metrocom, submitted *** *** LSRs for South Beloit. This is only 0.005% of all the LSRs submitted in SBC Midwest's five-state region and 0.02% of all LSRs submitted in the state of Illinois.

SBC has also implemented a workaround for this problem that requires a CLEC to alter the Wisconsin circuit ID for South Beloit end users to indicate an Illinois ending. This causes the LSR to drop to the LSC for manual handling where the LSC corrects the circuit ID and the orders are provisioned appropriately. SBC is in the process of implementing a change so that CLECs will no longer be required to alter the circuit ID on these LSRs.

MCI's complaint that the DRs for this cross boundary issue "disappeared from the defect log" is baseless. Sept. 8, 2003 MCI Ex Parte at 8. After analysis of the DRs, SBC determined that although the systems were correctly programmed according to the original business requirements, new requirements were needed to correct the problem. Accordingly, the DRs were closed and CRs were opened pursuant to the processes outlined above. MCI's assertion that SBC's handling of this defect was inappropriate is therefore incorrect.

II. LINE LOSS NOTIFICATIONS

In its September 8, 2003 ex parte, MCI raises three issues concerning Line Loss Notifications. As explained below, all three incidents were fully addressed in SBC's Four-State 271 Application. First, MCI complains about a line loss issue that arose in June 2003 where MCI received 414 erroneous line loss notifications. See Sept. 8, 2003 MCI Ex Parte at 8-9. SBC Midwest reported this incident, which involved a total of 16 incorrect LLNs on lines served by MCI in Illinois, in the Line Loss reports filed with all five of the state commissions on August 10, 2003. These reports were identical. This incident resulted from a single manual error by a retail service representative in typing a service order for the conversion of an end-user served by MCI via UNE-P to service provided by SBC Illinois. The outward TN on the service was mistakenly typed as a range of 415 telephone number stations (for example, NXXX-X415) instead of a correct single seven digit TN (NXX-X415). As a result, LLNs were sent to MCI on the entire range of 415 numbers. Of these, one was correctly sent on the line that was lost on conversion to service provided by SBC Illinois. A total of 16 LLNs were incorrectly sent to MCI on lines that MCI serves, but which it did not lose. The remaining 398 LLNs were sent to MCI, but were for TNs that MCI does not serve. There was no change to the underlying service or service provider to these TNs; the only impact of the error referenced above on these TNs was issuance of ineffective LLNs to MCI. The LLNs in question were sent on June 3, 2003.

MCI's complaint that the error should have been discovered sooner is also belied by the evidence. As SBC explained in its Four-State 271 Application, SBC detected this error on July 30 during a review of PM MI 13.1 results for the month of June. This review was conducted in connection with SBC's proactive efforts to identify and correct LLN errors that (like this one) may not be captured by the safety net report process. Since the error was actually a valid entry for a service order, there was no way for the safety nets to determine that the entry was not

appropriate for this specific service order. The June PM results were posted on July 21; this error was confirmed on July 30, and MCI was notified on July 31 – as soon as reasonably possible after the error was detected. On July 31, SBC provided MCI with a list of the 16 LLNs sent in error on TNs served by MCI. SBC provided MCI with an explanation for the error, together with a list of the 398 LLNs that were sent to MCI on accounts it does not serve, on August 1. On July 31, information was circulated to SBC's retail service reps advising of this error and the importance of accurate TN entry on service orders. The individual service rep responsible for this error received individual coaching. MCI was the only CLEC impacted by this incident, and only lines served by MCI in Illinois were involved.

Second, MCI complains about an incident that does not even impact line loss notifications. Specifically, MCI asserts that a defect that occurred in July 2003 "appears to have caused at least 1400 billing errors relating to CLEC to CLEC migrations, as well as additional erroneous line losses." Sept. 8, 2003 MCI Ex Parte at 9. MCI argues that because this error was not reported on SBC's monthly line loss report, SBC purportedly is not reporting all of its line loss errors to CLECs. See id. MCI raised these same issues with respect to SBC's Four-State 271 Application. And, as SBC demonstrated in that proceeding, MCI's assertions are false.

SBC notified CLECs of this incident via Accessible Letter, CLECAMS03-051, dated July 24, 2003. As stated in the letter, SBC Midwest determined that approximately 1,400 UNE-P circuits across the five-state region were billed incorrectly due to an ordering system error introduced with the March 15, 2003 release. This error impacted CLEC-to-CLEC UNE-P migrations, where the winning CLEC used LSOR version 5.02, but the losing CLEC originally migrated the customer using LSOR version 5.03 or higher. In this unique circumstance, SBC Midwest ordering systems incorrectly utilized the Billing Account Number ("BAN") for the losing CLEC to create the billing service order for the migration. As a result, after migration, billing for the impacted circuits continued to be sent to the losing CLEC rather than being transferred to the winning CLEC.

SBC Midwest implemented a correction for this defect in the August 2, 2003 maintenance release, and will continue to monitor service orders "in the pipeline" as of August 2, 2003, to make sure any that were impacted by this error are correctly resolved. The LSC is in the process of issuing service orders to correct the BANs on the impacted circuits, to generate appropriate credits and debits for the recurring charges. The LSC will also bill the appropriate non-recurring charges for the acquiring CLEC. SBC's OSS CLEC Support team contacted impacted CLECs with additional information.

Contrary to MCI's allegations, this problem did not result from or contribute to errors in the ACIS database. This error impacted only the creation of BANs for the billing service order that posted to the CABS database. Also contrary to MCI's allegations, this error had no impact on Line Loss Notifications ("LLNs"). Although the BANs in this instance were incorrect, the underlying Company Codes ("CCs") – identifying the carrier providing service to the end user – were correct. LLNs are driven by CC and not by BAN. Accordingly, any LLNs sent on the lines in question were delivered to the correct carrier.

Third, SBC argues that on August 6, 2003, MCI asked SBC about 36 lines for which "it received line loss notifications from SBC, but which were still included in SBC's lines-in-service report." MCI Sept. 8, 2003 Ex Parte at 9. This last issue was also raised by MCI, and addressed by SBC, in SBC's Four-State 271 application. As an initial matter, it is important to note that these 36 TNs, or *** *** of MCI's lines in service in May 2003, compare to *** *** lines which MCI questioned in September 2002 and 487 it questioned in April 2003 (for which all but three have been shown to be prior to 2003). Thus, it appears that SBC Midwest's LLN improvements have been successful. Moreover, SBC conducted an investigation into the 36 lines identified by MCI, which revealed the following:

- There were 6 TNs where a line loss was generated to MCI in error. The line loss was sent in error, however, the ACIS database is correct. Thus, MCI's LIS file was correct. While SBC strives to eliminate all of these types of errors, this is precisely the reason for making the LIS report available to the CLECs: To enable them to perform audits to identify the minimal number of errors that make it through the ordering process undetected. Of these six TNs: (1) two were involved with scenarios that have since been corrected; (2) one would have been identified by the SOQAR Safety Net, which was implemented on May 1, 2003 to prevent these types of errors; and (3) three involved scenarios for which SBC is currently developing a Safety Net report. This safety net will identify situations in which there is a D order related to two N orders. In some instances, these situations cause line loss errors, so all such cases will be reviewed. SBC is targeting the rollout of this report in the September to November timeframe.

- With respect to 27 TNs, manual processing issues resulted in a line loss being appropriately generated to MCI, but the billing system was not updated to reflect the loss. Thus, the LIS file sent to MCI contained incorrect information on these 27 lines. All of these 27 errors occurred prior to the May 1, 2003 SOQAR Safety Net report, which was implemented to prevent these types of errors.

- One TN involved is a scenario in which MCI submitted a request to migrate the TN to MCI, however, in the process of submitting the orders to effect this migration, a Service Representative failed to make the appropriate entries into MOR/Tel that would enable the Service Order Completion (SOC) notice to be sent to MCI. Thus, while the account was migrated appropriately to MCI as requested, because MCI did not receive the SOC, its records indicated that the account had not yet migrated. This was the discrepancy that caused MCI to question this TN.

- There was one TN where a manual processing issue similar to that described for the 27 TNs described above occurred. In this instance, a LLN was sent correctly, but the service representative erroneously re-established the TN with MCI as opposed to the assuming carrier. As was the case with the 27 TNs, the age of this issue is such that it occurred prior to May 2003 and the SOQAR Safety Net report was not yet implemented.

- There was one TN where SBC identified MCI to have made a record keeping error.

SBC continues to work with MCI on a daily basis to resolve these issues. The reduction in the items to be reviewed between September 2002 and August 2003 demonstrates the tremendous amount of improvement that has been implemented in working these types of issues on a business-to-business basis.

III. DSL HUNTING GROUPS

MCI first raised the line hunting issue in a single paragraph of a declaration attached to its Reply Comments filed in this docket on July 21, 2003.[2] SBC responded to that allegation in its July 30, 2003 Ex Parte.[3] As SBC indicated, there currently is no process available in Michigan whereby a CLEC may set up a hunt group that includes both stand alone ULS-ST ports (which may be used in a line splitting arrangement) and switch ports provisioned as part of UNE-Ps. Michigan Bell has not had occasion to address this issue previously because it was not aware of CLEC interest in the development of processes supporting this type of hunting arrangement. In fact, it was not until mid-June of this year – specifically, June 17, 2003 – that MCI first made inquiries about such a process with its Michigan Bell account manager. SBC is willing to consider developing such a capability, but MCI must submit a proper request for it through either the BFR or Change Management Process. Most of MCI's comments in its latest ex parte on this issue simply rehash its earlier arguments. A few of MCI's latest assertions, however, deserve further comment.

First, MCI complains that the Busy Line Transfer option "has disadvantages." Because SBC currently has no process that would enable CLECs to set up a hunt group that includes both ULS-ST and UNE-P ports, SBC account representatives suggested to MCI that the "Busy Line Transfer" option could be used to accomplish similar functionality as hunting service. The Busy Line Transfer option allows an incoming call to automatically forward to a predetermined number when the called number is busy. For example, the telephone number of a ULS-ST port can be "busy line transferred" to the telephone number of a UNE-P port that is within a linear hunt group of other UNE-P ports. (Using this feature, if a call is placed to the ULS-ST port, and the line is busy, the call will be automatically transferred to a pre-designated telephone number associated with one of the lines in a UNE-P hunt group.) The last telephone number in the series within the hunt group can then be "busy line transferred" to the ULS-ST port telephone number. In this manner, the inclusion of the ULS-ST port within the UNE-P port hunt group can be emulated. SBC is not suggesting, however, that the Busy Line Transfer option will necessarily meet all of MCI's needs, or that it would replicate, in all respects, the functionalities of a hunt group that includes both ULS-ST and UNE-P ports. Again, however, MCI needs to request the development of a capability that allows hunt groups to contain both ULS-ST and UNE-P ports (either through a BFR or through Change Management, as has been suggested to MCI) in order

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[2] See Declaration of Sherry Lichtenberg ¶ 17, *attached to* Reply Comments of MCI, Application by SBC Communications Inc , et al , for Provision of In-Region, InterLATA Services in Michigan, WC Docket No. 03-138 (FCC filed July 21, 2003).

[3] Ex Parte Letter of Geoffrey M. Klineberg, Kellogg, Huber, Hansen, Todd & Evans, P.L.L.C., to Marlene H Dortch, WC Docket No 03-138, Attach. at 1 (July 30, 2003)

to initiate the process of determining whether such a capability can be developed, how long it will take to develop, and how much it will cost.

Second, MCI claims that the present inability of a CLEC in Michigan to set up a hunt group that includes both UNE-P and ULS-ST ports "is simply a result of SBC's decision to *tell* MCI that no hunting is permitted between product types." That is manifestly untrue. This capability is not presently available because, until now, no CLEC, including MCI, has requested such a process, and therefore this capability has not been developed nor tested by the applicable SBC Product Management Team.[4] In fact, the line splitting section of CLEC Online states that a UNE-P to line splitting conversion is "not available with multi-line hunting." This statement has been documented on CLEC Online since the single LSR process for UNE-P to line splitting was made available.[5]

MCI's assertion that "SBC experts have recently informed MCI that they are not 'sure' that hunting cannot work across product types within the same switch" – a statement that appears to suggest that SBC personnel have simply *said* such a capability is not currently available to CLECs without actually checking into the matter – is highly misleading. MCI's Michigan Bell account team personnel have merely informed MCI that, at the present time, they cannot state *definitively*, one way or the other, whether it is technically possible to *develop* such a process. In fact, SBC believes that from technical standpoint such a process probably could be developed, but definitively stating that it could or not requires a feasibility study. New product development involves network testing for operational functionality (which in this case would involve hunting between product groups). In also typically involves, among other things, Operational Support System modifications and testing to address ordering, provisioning, and billing issues. It would be entirely premature for Michigan Bell to provide definitive statements to MCI on these matters before a feasibility study has been conducted, and indeed before MCI has even submitted a request for such a study.[6]

Finally, there is no truth to MCI's allegation that it has been attempting to obtain information from Michigan Bell about hunting with line splitting "for months." As stated above, MCI did not even make an informal inquiry about hunt groups with its Michigan Bell account manager until June 17, 2003. MCI's account manager responded that his initial investigation of the issue suggested that hunting between product types was not currently supported, but that he would continue to research the issue further. On July 23, 2003, the account manager verified to MCI that a process is not currently available to CLECs for including UNE-P and ULS-ST ports in the same hunt group, but that MCI could submit a BFR if it wanted Michigan Bell to determine if such a capability can be developed. He also informed MCI that it could also submit such a request through Change Management. MCI's assertion that the development of a process

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[4] MCI appears to be the only CLEC currently expressing interest in this capability to Michigan Bell.

[5] SBC rolled out its single LSR process for converting UNE-P to line splitting in October 2001 in the Southwest Region, in August 2002 in the SBC Midwest and SBC West Regions, and in December 2002 in the SNET region.

[6] MCI also claims that "other ILECs" provide this capability, but its own national website, www.MCI.com (which provides information for many states not served by SBC) indicates that "you cannot have DSL and Hunting service on the same line."

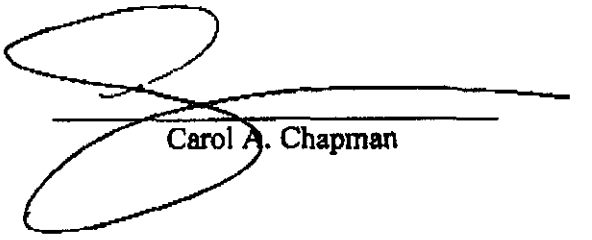
"could already have been accomplished if SBC had revealed the problem when MCI first asked SBC questions about hunting" is, quite frankly, incredible given when MCI raised this issue (in mid-June), and that it has yet to submit a request for such development through a proper channel.

Simply put, this 271 proceeding is not the proper forum for this issue to be resolved.[7] As the marketplace evolves and CLEC business plans change, they will require new capabilities and functionalities that might not be available today. Like other ILECs, SBC has an orderly process for CLECs to request new capabilities and functionalities that they individually require; that is the BFR process. In addition, SBC has an orderly process for CLECs to request new capabilities or functionalities that require changes to OSS interfaces, processes, and procedures; that is the change management process. These are the appropriate processes and forums for resolving MCI's latest request.

[7] The fact that MCI did not raise the hunting issue in its comments, which MCI filed on July 2, 2003, is further evidence of its recent vintage.

I hereby declare, under penalty of perjury, that Part III of the foregoing attachment is true and correct.

Executed on September 12, 2003.



Carol A. Chapman

I hereby declare, under penalty of perjury, that Parts I and II of the foregoing attachment are true and correct.

Executed on September 12, 2003.

Beth Lawson

Beth Lawson